

**COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY
SOCIAL SERVICES ADVISORY BOARD (SSAB)**

MEETING NOTICE: Microsoft Teams ONLY

Join by phone: +1 619-343-2539

Phone Conference ID: 511 766 066#

Join on your computer or mobile app:

[Click here to join the meeting](#)

**August 11, 2021
9:30 a.m. to 11:30 a.m.**

AGENDA

9:30 - 9:31 1. Call to Order

9:32 - 9:33 2. Approval of July 14, 2021 Meeting Minutes

PUBLIC COMMENTS

9:34 - 9:45 3. Guidelines for Public Comment on Items not listed on the agenda:

- Members of the public may request to speak about any issue within the purview of the Board
- Each speaker will be limited to three (3) minutes
- Board members may not discuss or take action on issues raised during public comment unless the issue is listed in this Agenda

PRESENTATIONS/DISCUSSION ITEMS

9:45-10:00 4. San Diego County Public Charge Communications

10:00-10:30 5. Presentation & Discussion: County of San Diego Office of Equity and Racial Justice: Andrew Strong, Director, Office of Equity and Racial Justice

10:30-11:00 6. Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHS)

11:00-11:30 7. SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board and Alicia Koné, President, Koné Consulting

ADJOURNMENT/ NEXT MEETING

Next regular meeting will be held on September 8, 2021

ASSISTANCE FOR THE DISABLED:

Agendas and records are available in alternative formats upon request. Contact the Social Services Advisory Board staff contact at 619-338-2932 with questions or to request a disability-related accommodation. To the extent reasonably possible, requests for accommodation or assistance should be submitted at least 24 hours in advance of the meeting so that arrangements may be made. Additional information can be found on the Social Services Advisory board website:

https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/social_services_advisory_board.html

**COUNTY OF SAN DIEGO
HEALTH AND HUMAN SERVICES AGENCY
SOCIAL SERVICES ADVISORY BOARD (SSAB)**

**Held Via WebEx
(470) 238-5742 US Toll Free
Meeting number (access code): 177 235 4155
Meeting password: xFaKYnMJ969**

**SSAB Meeting Minutes
July 14, 2021**

Members Present

Jan Spencley
Anahid Brakke
Buck Martin
Vino Pajanor
Carol Lewis
Gary Knight
Rachel Morineau

Members Absent

James Floros
Keara Pina
Greg Anglea

Staff Present

Rick Wanne, Director Self-Sufficiency Services
Albert Banuelos, HHSA
Allison Boyer, HHSA
Adriana Ramirez, HHSA
Assmaa Elayyat, HHSA
Ida Bell, HHSA
Albert Garcia, HHSA
Claudia Gurrola, HHSA
Nanette Hartley, HHSA
Patty Baker, HHSA
Eric Rubio, HHSA
Amanda Berry, Board/Supervisors District 3
Paola Martinez-Montes, Board/Supervisors District 4
Kyle Sand, San Diego County Counsel
Andrew Thompson, HHSA
Lauren Salaiz, HHSA
Sharon Hughes, HHSA

Guests

Ivonne Velazquez, Hospital Association of San Diego
Joseph Shumate, San Diego Hunger Coalition
Amanda Schultz Brochu, San Diego Hunger Coalition
Mauricio Medina, San Diego Hunger Coalition
Amanda Mascia, San Diego Hunger Coalition
Luis Monteagudo, 2-1-1 San Diego
Karla Samayoa, 2-1-1 San Diego
Devin Ton, Feeding San Diego
Lindsey Wade, Hospital Association of San Diego
Alicia Kone, Kone Consulting
Karin Ellis, Kone Consulting
Oswaldo Urdapilleta, Kone Consulting
Nick Gardhouse, Metro Community Ministries
Heather Hahn, Urban Institute
Amelia Coffey, Urban Institute

1. Meeting called to order via WebEx at 9:31 by Chair, Anahid Brakke.
2. The June 9, 2021 Meeting Minutes were approved, with all Board Members present voting yes.
3. Public Comments:
 - No Public Comment

4. Information Item: SSAB Bylaw and Membership Review: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke provided a brief overview of Article LIX San Diego County Social Services Advisory Board Ordinances and called for establishment of a new Ad Hoc Subcommittee to review bylaws and expand membership, modeling the Health Services Advisory Board. The establishment of the Ad Hoc Subcommittee was tabled and will be revisited at next month's meeting.
5. Discussion Item: Youth Engagement on Social Services Advisory Board: Andrew Thompson, Live Well Youth Sector, Health and Human Services Agency (HHSA). Mr. Thompson and Ms. Lauren Salaiz presented an overview of the Live Well Youth Sector and their initiative to integrate youth into the County Boards and Commissions decision making process, supporting youth-adult collaboration and to mentor the next generation of local leaders and future County workforce.
6. Information Item: CalSAWS Overview: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided information on the current State setup of CalWIN, C-IV, LRS and CalSAWS counties, and the timeline of the consolidated CalSAWS roll out in October 2023. Ms. Elayyat also mentioned the revamp of the online application portals into one portal, which will aid in a more streamlined process for customers and Community Based Organizations.
7. Information Item: Update on Local Response to COVID19 Emergency for all Public Assistance Programs, Waivers, Enrollment, Service Delivery, Data: Assmaa Elayyat, Chief, Self-Sufficiency Services, Health and Human Services Agency (HHSA). Ms. Elayyat provided updates on CalFresh, Medi-Cal, CalWORKs and General Relief flexibilities and waivers. Also reviewed was the letter submitted to the Board of Supervisors regarding Legislative Advocacy extension of program waivers and flexibilities.
8. Discussion Item: SSAB Ad Hoc Enrollment Task Force Subcommittee: Anahid Brakke, Chair, Social Services Advisory Board. Ms. Brakke introduced Ms. Alicia Kone of Kone Consulting Team, who will be working closely with the SSAB Ad Hoc Enrollment Task Force Subcommittee. Ms. Kone provided their mixed-methods research goals and timeline/deliverables until final report on March 2022.

ADJOURNMENT/SET NEXT MEETING:

The meeting was adjourned at 11:30 a.m. Next regular meeting will be held on August 11, 2021.



ITEM #4

SAN DIEGO COUNTY PUBLIC CHARGE COMMUNICATIONS

Anahid Brakke, Chair, SSAB





ITEM #5

PRESENTATION & DISCUSSION: COUNTY OF SAN DIEGO OFFICE OF EQUITY AND RACIAL JUSTICE

Andrew Strong

Director, Office of Equity and Racial Justice





ITEM #6

UPDATE ON LOCAL RESPONSE TO COVID-19 EMERGENCY FOR ALL PUBLIC ASSISTANCE PROGRAMS, WAIVERS, ENROLLMENT, SERVICE DELIVERY, DATA

Assmaa Elayyat
Chief, Self-Sufficiency Services





PROGRAM FLEXIBILITIES & WAIVERS

Current Flexibilities & Options

- House Resolution (HR) 8337 signed on **October 1st** extends the following flexibilities through **June 30, 2021**:
 - Initial application and recertification interview waivers
 - Telephonic and verbal signatures/attestation
 - Pandemic EBT 2.0 (October – May benefit period)
 - Cards were issued to kids ages 0 – 6 in **July**
 - Cards will be issued to school aged kids in **September**
 - **CDSS' summer P-EBT plan approved by the Feds**
- Emergency Allotment – Approved for July, to be issued **August 8th**
- All households now receive a minimum allotment of \$95 monthly as of April



PROGRAM FLEXIBILITIES & WAIVERS

- Consolidated Appropriations Act of 2021
 - Temporary student rule exemptions
 - California Student Aid Commission outreach e-mails to students who applied for FAFSA for new school year
 - Temporary 15% benefit increase **ends in September 2021**
 - Pandemic Unemployment Compensation (now exempt for CalFresh) – **ends in September 2021**
 - **EDD website messaging/outreach on applying for CalFresh**
- Able Bodied Adults Without Dependents – CA waiver extended through **June 30, 2022**
- CDSS resumed CalFresh Quality Control (QC) efforts effective **July 2021**



PROGRAM FLEXIBILITIES & WAIVERS

- Executive Order N-71-20 signed on **June 30, 2020** extends the following provisions until the EO is rescinded or the state of emergency ends:
 - Initial application interview waiver
 - Telephonic/verbal signature on application – **extended permanently**
 - Flexibilities on identity and pregnancy verifications – **extended permanently**
- Time on Aid exemption for expiring time-clocks – **extended until further notice**
- Pandemic Unemployment Compensation (exempt for CalWORKs) – **ends in September**
- Pandemic Emergency Assistance Fund – **one time \$604 payment** issued in July
- End of P100 program
- **5.3% Maximum Aid Payment Increase effective October 2021**



PROGRAM FLEXIBILITIES & WAIVERS

Executive Order N-71-20 signed on **June 30, 2020** extends the following flexibilities until the EO is rescinded, or when the state of emergency ends:

- Annual renewal suspension
- Negative action suspension

Additional program flexibilities that remain in place:

- Telephonic and verbal attestation and signature
- Flexible verification requirements

Public Health Emergency renewed throughout 2021 by Federal Administration, DHCS will provide a 60-day notice prior to ending it

Medi-Cal Quality Control (MEQC) reviews resumed effective **December 1, 2020**

SELF-SUFFICIENCY SERVICES



TELEWORK PERFORMANCE SUMMARY JULY 2021

Staff Telework

- Feb 2020 – 30
- July 2021 – 1,454
 - Permanent Telework – 1,101

Daily Attendance

- Feb 2020 – 85% of Staff Attendance
- July 2021 – 87% of Staff Attendance
- 2% Improvement in attendance

Access Call Center

- Feb 2020 – 140,000
- July 2021 – 127,986
- 9% decrease in calls received

Access Average Speed of Answer

- Feb 2020 – 8 Minutes
- July 2021 – :18 Seconds
- 96% improvement in Average Speed of Answer

Access Calls Abandoned

- Feb 2020 – 13,430
- July 2021 – 807
- 94% Decrease in Abandoned Calls

Applications Received

- Feb 2020 – 30,310
- July 2021 – 30,421
- Total Apps Feb 2020 – July 2021: 634,579

Applications Processed

- Feb 2020 – 43,000
- July 2021 – 43,700
- All applications processed timely

Increase in Total Recipients

- Feb 2020 – July 2021 : 240,087
- 23.2% increase in total recipients

Benefits Issued Feb 2020 – July 2021:

- All Programs: \$1,342,517,296
- CalFresh: \$1,008,616,460
- Performance
 - CalFresh Accuracy Rate – 97%
- Customer Service Satisfaction Rate : 97%



ITEM #7

SSAB ENROLLMENT AD HOC SUBCOMMITTEE

Anahid Brakke, Chair, SSAB





MONTHLY UPDATES



ELIGIBILITY SERVICES BY THE NUMBERS...

August 2021 (Data Month: July 2021)

PARTICIPANTS

- **CalFresh:** 336,864 recipients, down 2.72% from last year.
 - 121,610 child recipients (0-18), down 4.58% from last year.
 - 64,838 senior recipients (60+), up 11.00% from last year.
- **CalWORKs:** 36,844 recipients, down 14.55% from last year.
 - 29,086 child recipients (0-18), down 15.69% from last year.
 - Welfare-to-Work: 7,508 participants, down 1.65% from last year.
- **CMS:** 25 CMS recipients, up 8.70% from last year.
- **General Relief:** 2,449 recipients, down 50.14% from last year.
- **Medi-Cal:** 896,926 recipients, up 14.65% from last year.
 - 314,200 child recipients (0-18), up 8.03% from last year.

Program	Cases	Recipients	% Change in Recipients		Unduplicated Number of Recipients (July 2020-July 2021)
			Previous Month	Previous Year	
CalFresh	190,284	336,864	1.47%	-2.72%	492,019
CalWORKs	13,952	36,844	-0.89%	-14.55%	55,391
CMS	25	25	19.05%	8.70%	89
General Relief	2,442	2,449	2.04%	-50.14%	8,425
Medi-Cal	486,118	896,926	0.99%	14.65%	939,970
Total	692,821	1,273,108	1.06%	8.20%	1,044,122

*Recipients include 315,231 under ACA Medicaid Coverage Expansion.

The number of **unduplicated recipients for **all** programs.

PROCESSING

Applications Registered		
Program	July 2021	FYTD
CalFresh	17,094	17,094
CalWORKs	1,796	1,796
CMS	61	61
General Relief	1,664	1,664
Medi-Cal	9,806	9,806
Total	30,421	30,421

Renewals Generated		
Program	July 2021	FYTD
CalFresh	8,451	8,451
CalWORKs	1,239	1,239
CMS	4	4
General Relief	89	89
Medi-Cal	38,547	38,547
Total	48,330	48,330

Periodic Reports Generated		
Program	July 2021	FYTD
CalFresh	15,233	15,233
CalWORKs	640	640
General Relief	1	1
Medi-Cal	20	20
Total	15,894	15,894

Documents Imaged	
July 2021	FYTD
353,425	353,425

Tasks Created	
July 2021	FYTD
352,953	352,953

ACCESS CUSTOMER SERVICE CENTER

Customer Service				
Month	July 2020	July 2021	Change	FYTD
Total Calls	172,861	127,986	-44,875	127,986
Abandoned	3,941	807	-3,134	807
Average Wait Time	1:51	0:18	-1:33	0:18

Community Based Organization (CBO)				
Month	July 2020	July 2021	Change	FYTD
Total Calls	5,258	4,148	-1,110	4,148
Abandoned	83	23	-60	23
Average Wait Time	1:47	0:39	-1:08	0:39

Emails Received	
July 2021	FYTD
3,536	3,536

FAMILY RESOURCE CENTER VISITS

Month	July 2020	July 2021	Change	FYTD
Total Tickets Issued	34,203	35,024	2%	35,024
Average Wait Time (min.)	(*)	(*)	N/A	

* Due to COVID-19 Waivers, Avg time is not available for July 2021

Processing Timeliness Applications, Periodic Reports, and Renewals

CalFresh

- Regular Applications: State required days to disposition = 30 Days
 - San Diego = 14 Days
- Expedited Applications: State required days to disposition = 3 Days
 - San Diego = 2 Days
- Semi-Annual Reporting Timeliness = 97.69%
- Annual Renewal Timeliness = 99.95%

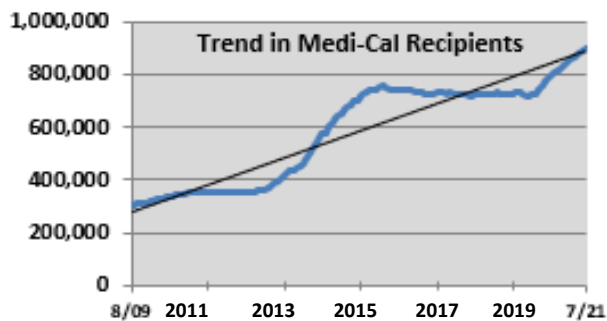
CalWORKs

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 18 Days
- Immediate Need: State required days to disposition = 1 Day
 - San Diego = 1 Days
- Semi-Annual Reporting Timeliness = 98.04%
- Annual Renewal Timeliness = 99.71%

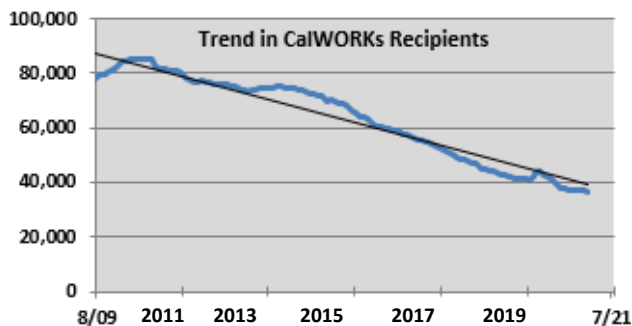
Medi-Cal

- Regular Applications: State required days to disposition = 45 Days
 - San Diego = 17 Days
- Annual Renewal Timeliness = 99.63%

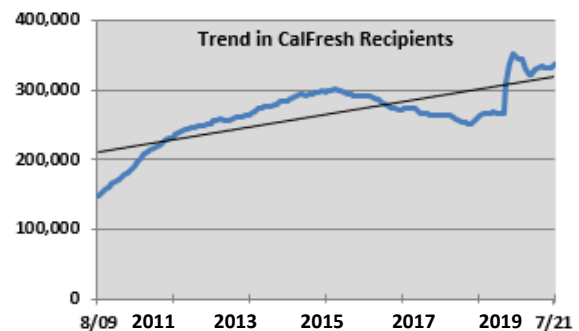
Medi-Cal Recipients		
FY Aug 09	FY Jul 21	191%
308,015	896,926	Increase



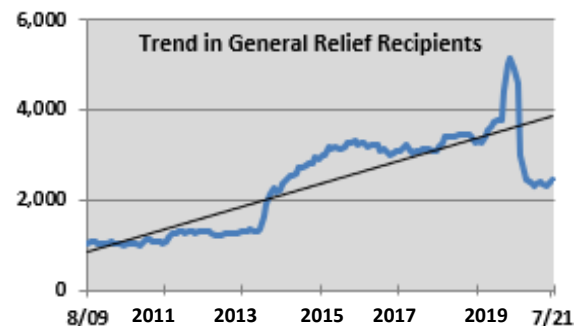
CalWORKs Recipients		
FY Aug 09	FY Jul 21	-50%
73,228	36,844	Decrease



CalFresh Recipients		
FY Aug 09	FY Jul 21	127%
148,493	336,864	Increase

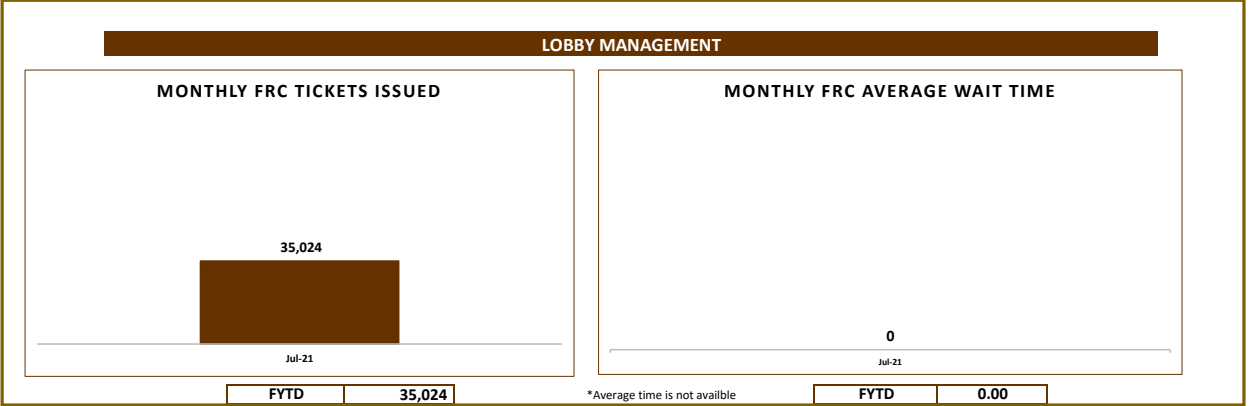
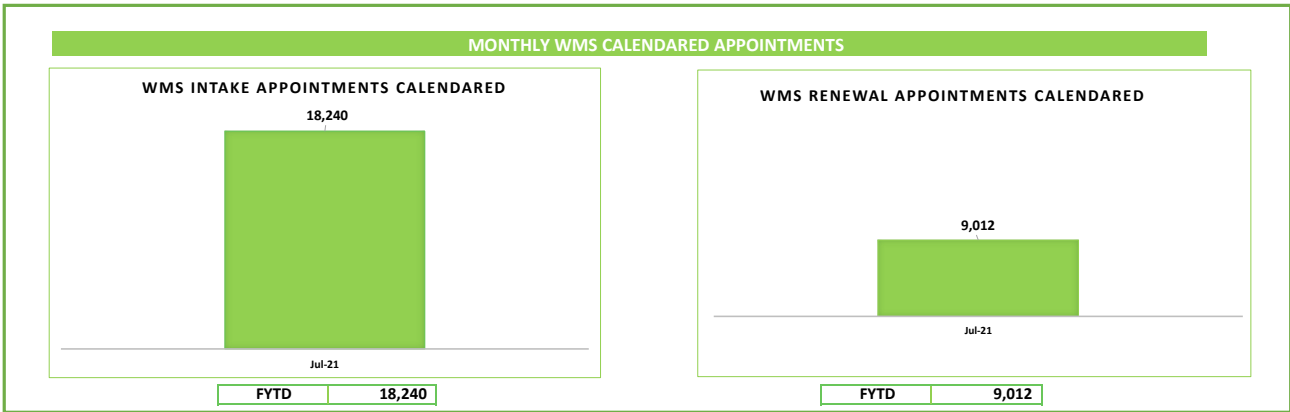


General Relief Recipients		
FY Aug 09	FY Jul 21	135%
1,042	2,449	Increase

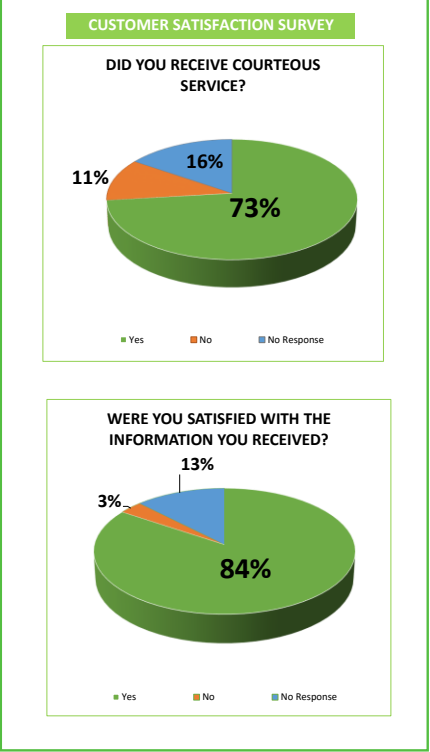
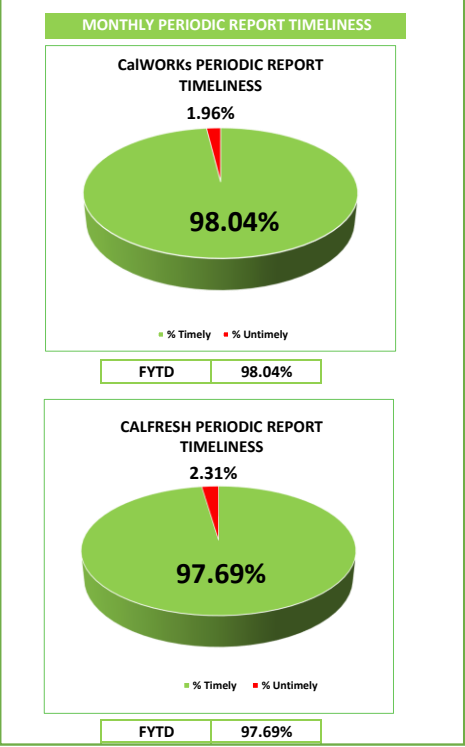
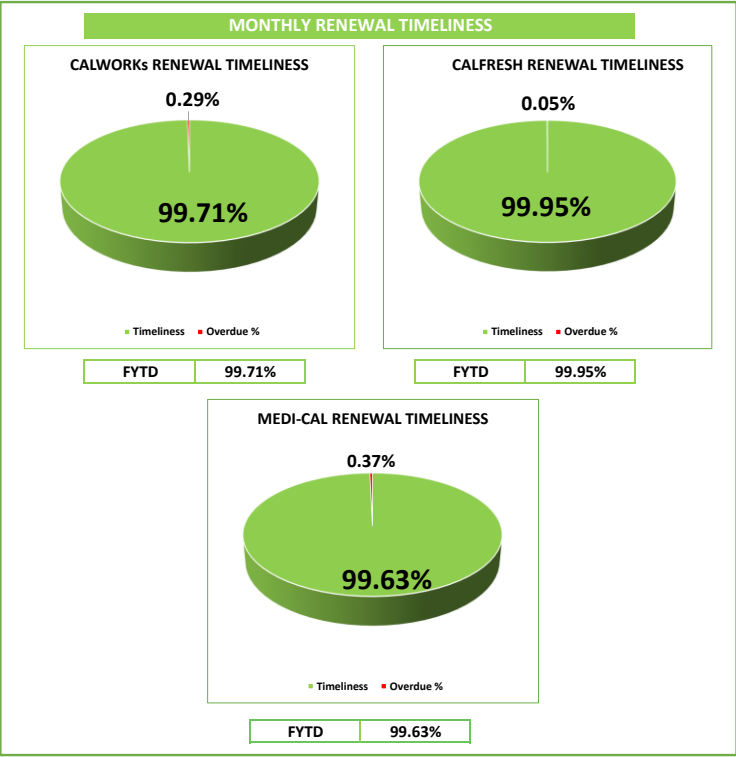
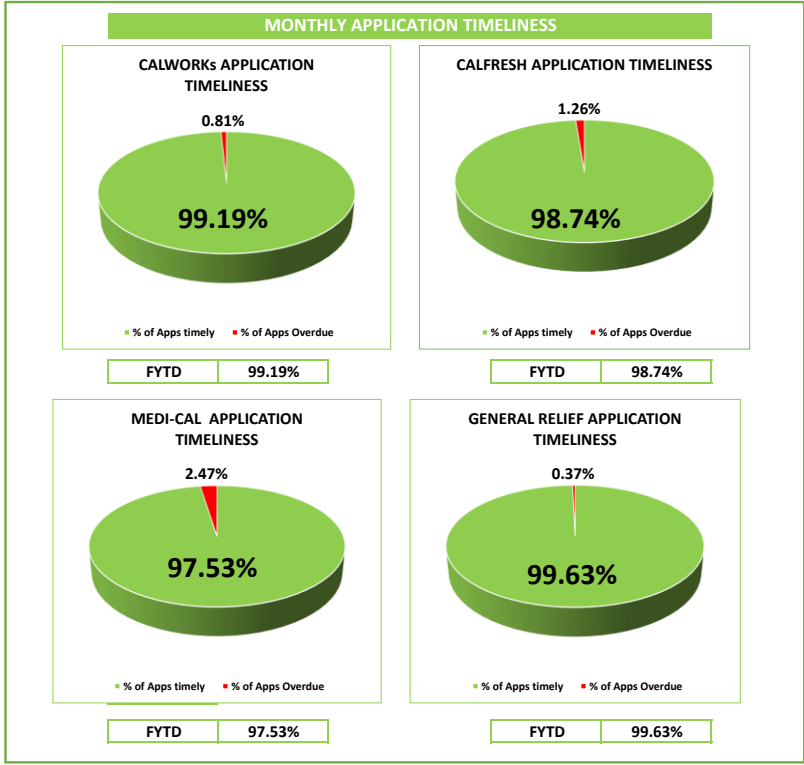


Monthly Self-Sufficiency Services Performance Dashboard (FY 21/22)

San Diego CountyData Month : July 2021



CASE PROCESSING PERFORMANCE (CALWIN)



ACCESS CALL CENTER

